

A METHOD AND SYSTEM FOR  
DISTRIBUTING OUTBOUND TELEPHONE CALLS

5     ABSTRACT OF THE DISCLOSURE

          A method and system is provided for the distribution  
of outbound telephone calls. This method and system  
includes dialing devices receiving call records and  
providing telephone calls to one or more agents.

10    Interfaced with the dialing device is a distribution  
module including pools and queues. The distribution  
module places the call records into the pools and  
transfers less than all of the call records to the queues  
to allow for calling by the dialing devices at peak  
15    efficiency. The distribution module transfers the queues  
to the dialing devices so that the dialing device can  
place telephone calls. The distribution module monitors  
the queues to determine when to send additional call  
records to the queues. In addition, distribution module  
20    monitors the results of the call records and updates the  
call records in the pools so that call records with  
unsuccessful outcomes can be safely called again later in  
the day.